



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Executive Team Report

April 18, 2023



Status Update



The Path to CMS Recertification

- In April 2022, the Centers for Medicare and Medicaid Services (CMS), terminated Laguna Honda's participation in the Medicare and Medicaid Provider Participation Programs.
- Laguna Honda is dedicated to successful recertification in Medicare and Medicaid to continue providing care to our residents and bring long-term stability to our community.
- We continue to work hard to meet all regulatory requirements and make rapid improvements to prepare for recertification.
- This includes long-term operational, institutional, and cultural changes needed to achieve recertification and to ensure the long-term success of the hospital.
- Between the Laguna Honda staff and our expert consultants, we are confident we have the team in place for a successful recertification.



Status Update



Settlement Agreement with CDPH and CMS – Extended Payments and Closure Plan Pause

- On November 10, 2022, the City and County of San Francisco signed the Settlement and Systems Improvement Agreement with CMS and the California Department of Public Health.
- Under the agreement, CMS will continue paying for care at Laguna Honda until November 13, 2023.
- Under the agreement, CMS also agreed to pause involuntary discharges and transfers. **On February 1, 2023, CMS agreed to the City's request to continue the pause of involuntary discharges and transfers of Laguna Honda residents until at least May 19, 2023.**



Path to Recertification



90-Day CMS Monitoring Surveys

- As part of the settlement agreement, CMS will conduct monitoring surveys every 90 days. These are unannounced, extensive, full recertification surveys.
- Laguna Honda has now hosted two CMS 90-Day Monitoring Surveys.
- We received the 2567 for the second CMS 90-Day Monitoring Survey on April 13th and are working to address all findings.
- Laguna Honda staff work collaboratively with the survey teams and items noted during the survey process are addressed in real time.
- **We anticipate another monitoring survey in May/June after the Action Plan is complete.**



Path to Recertification



Action Plan and Updated Path to Recertification

- In response to the original RCA, and the RCA of the first 90-day CMS monitoring survey, Laguna Honda, with assistance from the QIE, developed an Action Plan.
- The Action Plan includes hundreds of improvements – all of which we must implement by May 13, 2023.
- We will continue to update the Action Plan in response to additional RCAs from monitoring surveys and if CMS requires any further changes.
- The Action Plan is our new blueprint for how we will accomplish CMS recertification and remain compliant and successful for the long term.



Path to Recertification



Monitoring Action Plan Progress

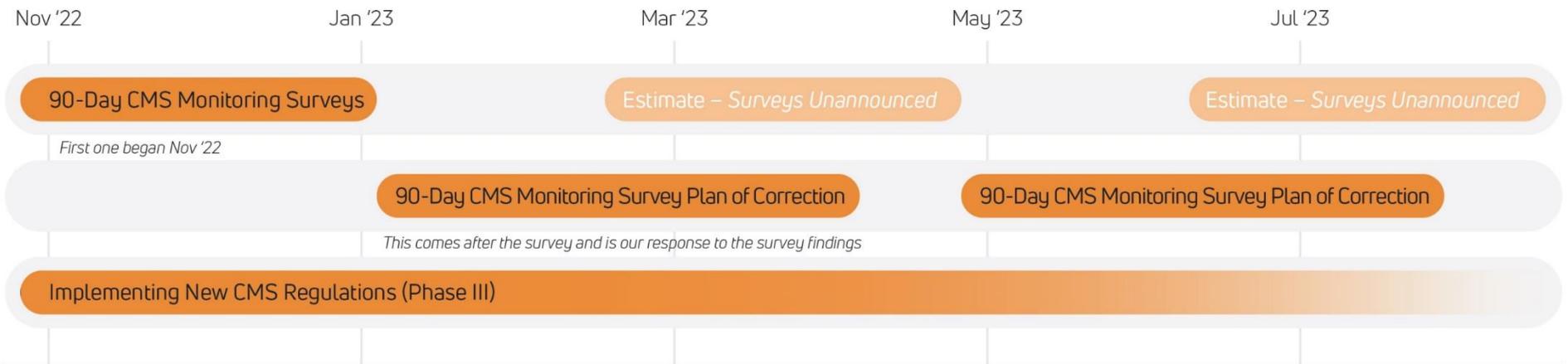
- Each month the QIE is required to report our progress to CMS. We must show that we are successfully completing all Action Plan milestones.
- **January – successfully completed all 126 milestones due to the QIE.**
- **February – successfully completed all 133 milestones due to the QIE.**
- **March – successfully completed all 77 milestones due to the QIE.**



Laguna Honda Path to CMS Recertification

Survey Readiness

During 2023, we will host surveyors more frequently and for more extensive surveys. We will take on new projects to better align our facility with CMS regulations and skilled nursing facility best practices. These projects, which include ongoing Facilities and Capital Projects, will contribute to more successful surveys. Survey readiness includes daily clinical observation rounds and weekly executive staff leadership rounds.



Action Plan

The proposed Action Plan is our blueprint for how we will accomplish recertification and remain successful over the long term. The Action Plan was developed in response to the Root Cause Analysis, prepared by the Quality Improvement Expert. This was required as part of the settlement agreement.



Closure Plan



Updating the Closure Plan

- **On February 1, 2023, CMS agreed to the City's request to continue the pause of involuntary discharges and transfers of residents until at least May 19, 2023.**
- Even though CMS has continued the pause of involuntary discharges and transfers, CMS still requires an approved revised closure plan.
- Laguna Honda submitted a draft revised closure plan to CMS on December 21st.
- We are in discussions with state and federal partners around the revised closure plan and hope to reach consensus that will allow for approval.
- The revised closure plan, once accepted by CMS, will replace the plan that was suspended.





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